Next Tier Concepts, Inc.
8150 Leesburg Pike, Suite 1400
Vienna, VA 22182
Phone: (703) 288-0010
Fax: (703) 288-0014
www.ntconcepts.com
Contact: Christine Stone
contracts@ntconcepts.com

Contract Number: GS-35F-0543R
Period Covered by Contract: May 3, 2005 through May 2, 2025
Business Size: Small Business

Schedule Title: Multiple Award Schedule
Federal Supply Group: Professional Services

Pricelist current through Modification #PO-0025, effective May 3, 2020.

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA Advantage®, a menu-driven database system. The INTERNET address GSA Advantage!® is: GSAAdvantage.gov

For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at fss.gsa.gov.
CUSTOMER INFORMATION:

1. Awarded Special Item Number(s):

<table>
<thead>
<tr>
<th>SIN</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151S &amp; 54151SRC</td>
<td>Professional Information Technology Services</td>
</tr>
<tr>
<td>OLM &amp; OLMRC</td>
<td>Order Level Materials</td>
</tr>
</tbody>
</table>

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract: See pricing beginning on page 9.

1c. Descriptions of all corresponding commercial job titles with experience, functional responsibility and education are provided beginning on page 10.

2. Maximum Order: $500,000

3. Minimum Order: $100

4. Geographic Coverage: Domestic and Overseas

5. Point of Production: N/A

6. Prices Shown Herein are Net (discount deducted)

7. Quantity Discount: None

8. Prompt Payment Terms: Net 30
   Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions

9. a. Notification that Government purchase cards are accepted at or below the micro-purchase threshold: Will be accepted at or below the micro-purchase threshold.
   b. Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold: Will be accepted above the micro-purchase threshold.

10. Foreign Items: None

11. Time of Delivery: Next Tier Concepts, Inc. shall deliver or perform services in accordance with the terms negotiated in an agency's order.

11b. Expedited Delivery: Consult with Contractor

11c. Overnight/2-Day Delivery: Consult with Contractor

11d. Urgent Requirements: Consult with Contractor
12. **FOB Point:** Destination

13. **a. Ordering Address:** Next Tier Concepts, Inc.
    Attn: GSA Orders
    8150 Leesburg Pike, Suite 1400
    Vienna, VA 22182

    **b. Ordering Procedures For supplies and services,** the ordering procedures, information on
    Blanket Purchase Agreements (BPA's) are found in Federal Acquisition Regulation (FAR) 8.405-3.

14. **Payment Address:** Next Tier Concepts, Inc.
    Attn: Accounts Receivable
    8150 Leesburg Pike, Suite 1400
    Vienna, VA 22182

15. **Warranty Provisions:** Contractor’s Standard Warranty

16. **Export Packing charges:** Not applicable

17. **Terms and conditions of Government Purchase Card Acceptance:** Contact Next Tier Concepts,
    Inc. for terms and conditions of Government Purchase Card acceptance.

18. **Terms and conditions of rental, maintenance, and repair:** Not applicable

19. **Terms and conditions of installation:** Not applicable

20. **Terms and conditions of repair parts:** Not applicable

21. **Terms and conditions for any other services:** Not applicable

22. **List of service and distribution points:** Not applicable

23. **List of participating dealers:** Not applicable

24. **Preventive maintenance:** Not applicable

24a. **Environmental attributes,** e.g., recycled content, energy efficiency, and/or reduced pollutants:
    Not applicable

24b. Contact Next Tier Concepts, Inc. for Section 508 compliance information. The EIT standards can be
    found at: http://www.section508.gov

25. **DUNS Number:** 0428115709
26. Next Tier Concepts, Inc. is registered in the System for Award Management (SAM) database
TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 54151S)

1. SCOPE
   a. The prices, terms and conditions stated under Special Item Number 54151S Information Technology Professional Services apply exclusively to IT Services within the scope of this Multiple Award Schedule.
   b. The Contractor shall provide services at the Contractor’s facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

2. PERFORMANCE INCENTIVES
   a. Performance incentives may be agreed upon between the Contractor and the ordering activity on individual fixed price orders or Blanket Purchase Agreements under this contract in accordance with this clause.
   b. The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.
   c. Incentives should be designed to relate results achieved by the contractor to specified targets. To the maximum extent practicable, ordering activities shall consider establishing incentives where performance is critical to the ordering activity’s mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.

3. ORDER
   a. Agencies may use written orders, EDI orders, blanket purchase agreements, individual purchase orders, or task orders for ordering services under this contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all services and delivery shall be made and the contract terms and conditions shall continue in effect until the completion of the order. Orders for tasks which extend beyond the fiscal year for which funds are available shall include FAR 52.232-19 (Deviation – May 2003) Availability of Funds for the Next Fiscal Year. The purchase order shall specify the availability of funds and the period for which funds are available.
   b. All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.

4. PERFORMANCE OF SERVICES
   a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.
   b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.
   c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.
d. Any Contractor travel required in the performance of IT Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

5. STOP-WORK ORDER (FAR 52.242-15) (AUG 1989)

(a) The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either-

(1) Cancel the stop-work order; or

(2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.

(b) If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-

(1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and

(2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.

(c) If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.

(d) If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

6. INSPECTION OF SERVICES

The Inspection of Services–Fixed Price (AUG 1996) (Deviation – May 2003) clause at FAR 52.246-4 applies to firm-fixed price orders placed under this contract. The Inspection–Time-and-Materials and Labor-Hour (JAN 1986) (Deviation – May 2003) clause at FAR 52.246-6 applies to time-and-materials and labor-hour orders placed under this contract.
7. RESPONSIBILITIES OF THE CONTRACTOR

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 (Deviation – May 2003) Rights in Data – General, may apply.

8. RESPONSIBILITIES OF THE ORDERING ACTIVITY

Subject to security regulations, the ordering activity shall permit Contractor access to all facilities necessary to perform the requisite IT Services.

9. INDEPENDENT CONTRACTOR

All IT Services performed by the Contractor under the terms of this contract shall be as an independent Contractor, and not as an agent or employee of the ordering activity.

10. ORGANIZATIONAL CONFLICTS OF INTEREST

a. Definitions.

“Contractor” means the person, firm, unincorporated association, joint venture, partnership, or corporation that is a party to this contract.

“Contractor and its affiliates” and “Contractor or its affiliates” refers to the Contractor, its chief executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier, and consultants and any joint venture involving the Contractor, any entity into or with which the Contractor subsequently merges or affiliates, or any other successor or assignee of the Contractor.

An “Organizational conflict of interest” exists when the nature of the work to be performed under a proposed ordering activity contract, without some restriction on ordering activities by the Contractor and its affiliates, may either (i) result in an unfair competitive advantage to the Contractor or its affiliates or (ii) impair the Contractor’s or its affiliates’ objectivity in performing contract work.

b. To avoid an organizational or financial conflict of interest and to avoid prejudicing the best interests of the ordering activity, ordering activities may place restrictions on the Contractors, its affiliates, chief executives, directors, subsidiaries and subcontractors at any tier when placing orders against schedule contracts. Such restrictions shall be consistent with FAR 9.505 and shall be designed to avoid, neutralize, or mitigate organizational conflicts of interest that might otherwise exist in situations related to individual orders placed against the schedule contract. Examples of situations, which may require restrictions, are provided at FAR 9.508.

11. INVOICES

The Contractor, upon completion of the work ordered, shall submit invoices for IT services. Progress payments may be authorized by the ordering activity on individual orders if appropriate. Progress payments shall be based upon completion of defined milestones or interim products. Invoices shall be submitted monthly for recurring services performed during the preceding month.
12. PAYMENTS

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper
invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress
payments shall be made only when authorized by the order. For time-and-materials orders, the
Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009)
this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts
orders placed under this contract. 52.216-31(Feb 2007) Time-and-Materials/Labor-Hour Proposal
Requirements—Commercial Item Acquisition As prescribed in 16.601(e)(3), insert the following
provision:

(a) The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract
resulting from this solicitation.
(b) The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and
administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each
labor category applies to labor performed by—
   (1) The offeror;
   (2) Subcontractors; and/or
   (3) Divisions, subsidiaries, or affiliates of the offeror under a common control.

13. RESUMES

Resumes shall be provided to the GSA Contracting Officer or the user ordering activity upon request.

14. INCIDENTAL SUPPORT COSTS

Incidental support costs are available outside the scope of this contract. The costs will be negotiated
separately with the ordering activity in accordance with the guidelines set forth in the FAR.

15. APPROVAL OF SUBCONTRACTS

The ordering activity may require that the Contractor receive, from the ordering activity's Contracting
Officer, written consent before placing any subcontract for furnishing any of the work called for in a task
order.
16. DESCRIPTION OF IT/IAM PROFESSIONAL SERVICES AND PRICING

![NTConceps Logo]

Next Tier Concepts, Inc. SIN 541515
Labor Category Rates

<table>
<thead>
<tr>
<th>Job Title #</th>
<th>Labor Category</th>
<th>05/03/19 – 05/02/20</th>
<th>05/03/20 – 05/02/21</th>
<th>05/03/21 – 05/02/22</th>
<th>05/03/22 – 05/02/23</th>
<th>05/03/23 – 05/02/24</th>
<th>05/03/24 – 05/02/25</th>
</tr>
</thead>
<tbody>
<tr>
<td>NTC001</td>
<td>Program Manager</td>
<td>$166.36</td>
<td>$170.19</td>
<td>$174.10</td>
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<td>NTC002</td>
<td>Project Manager</td>
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<td>$100.19</td>
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<td>NTC003</td>
<td>Senior Programmer</td>
<td>$124.77</td>
<td>$127.64</td>
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<td>NTC004</td>
<td>Programmer Level 2</td>
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<td>NTC005</td>
<td>Programmer Level 1</td>
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<td>$75.69</td>
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<td>NTC006</td>
<td>Senior Software Architect</td>
<td>$174.68</td>
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<td>NTC007</td>
<td>Software Architect</td>
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<td>NTC008</td>
<td>Senior Network Engineer</td>
<td>$150.76</td>
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<td>NTC009</td>
<td>Help Desk Support Services Specialist</td>
<td>$68.63</td>
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<td>NTC011</td>
<td>Senior Graphics Designer</td>
<td>$84.22</td>
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<td>$90.17</td>
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<td>NTC012</td>
<td>Quality Assurance Specialist</td>
<td>$71.74</td>
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<td>NTC016</td>
<td>Administrative Specialist</td>
<td>$43.67</td>
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<td>$46.75</td>
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</tbody>
</table>
Labor Category Descriptions

**NTC001**

**Job Title:** Program Manager

**Minimum/General Experience:** Requires twelve (12) years of experience providing overall management and technical direction to IT project personnel. This individual must exercise independent judgment, as well as a high level of analytical and technical skill in solving non-routine technical, administrative, and managerial problems. This individual must possess the highest level of technical and application programming skills to develop project plans, manage multiple teams, and integrate many complex technologies to ensure optimum use of existing budgetary and staffing resources. Must possess experience in proposing innovative IT solutions to senior client technical management, an exceptional ability to communicate, and an exceptional analytical and technical problem-solving skills.

**Functional Responsibility:** This individual has overall responsibility for all aspects of a large or enterprise level IT program / project performance and assists in the overall direction to all project-level activities and personnel. Leads all phases of the IT system/software development lifecycle to build complex, custom desktop systems and Web-based applications. Directs the performance of a variety of related IT projects, which may be organized by technology, program, or client. Oversees the technology development and/or application, marketing, and resource allocation within program client base. Establishes and maintains technical and financial reports to monitor progress, and maintains IT customer contracts to ensure conformity to all contractual obligations and technical requirements.

**Education Requirements:** Bachelors Degree in a Technical or Management discipline; four (4) years additional relevant experience may be substituted for degree. Completed years of coursework towards a relevant degree may be substituted for experience on a one to one basis. Advance degree(s) in relevant field may substitute for two (2) years of experience.

**NTC002**

**Job Title:** Project Manager

**Minimum/General Experience:** Requires seven (7) years of experience providing management and technical direction to project personnel. This individual must have a high level of analytical and technical skill in solving technical management problems. This individual must possess technical and application skills to develop project plans, manage a technical team, and integrate multiple technologies. Must possess experience in client interface and have a solid ability to communicate technical requirements and terminology.

**Functional Responsibility:** This individual is responsible for all aspects of the development and implementation of assigned IT projects and provides a single point of contact for those projects. Takes projects from original concept through final implementation, including supporting the phases of the IT system/software development lifecycle. Interfaces with all areas affected by the technical project including end users, computer services, and client services. Defines project scope, technical requirements, data standards, and solution components. Develops detailed work plans, testing/QA schedules, project estimates, resource plans, and status reports. Conducts project meetings and is responsible for IT project tracking and analysis. Ensures adherence to IT quality standards and reviews
project deliverables. Manages the integration of vendor tasks and tracks and reviews vendor deliverables. Provides technical and analytical guidance to project team. Recommends and takes action to direct the analysis and solutions of technical challenges.

**Education Requirements:** Bachelors Degree in a Technical or Management discipline; four (4) years additional relevant experience may be substituted for degree. Completed years of coursework towards a relevant degree may be substituted for experience on a one to one basis. Advance degree(s) in relevant field may substitute for two (2) years of experience.

**NTC003**

**Job Title:** Senior Programmer

**Minimum/General Experience:** Requires five (5) years of experience in programming. Must be capable of using third- and fourth-generation or current state-of-the-art IT equipment and languages to develop and prepare diagrammatic plans for solution of business, management, communications, tactical, and strategic problems. Must be able to design detailed programs, flowcharts, and diagrams showing the mathematical computations and the sequence of machine operations necessary to copy and process data and print results. Must be able to design detailed programs, flowcharts, and diagrams showing the mathematical computations and the sequence of machine operations necessary to copy and process data and print results.

**Functional Responsibility:** Formulates and defines system scope and objectives. Designs, codes, tests, debugs, and documents software programs. Must be able to verify the accuracy and completeness of programs and systems by preparing sample representative data and perform testing by means of cycle and system processing. Regularly provides guidance and training to less-experienced analyst/programmers.

**Education Requirements:** Bachelors Degree in an information systems or mathematics discipline; four (4) years additional relevant experience may be substituted for degree. Completed years of coursework towards a relevant degree may be substituted for experience on a one to one basis. Advance degree(s) in relevant field may substitute for two (2) years of experience. Technical certification or training maybe substituted for one (1) year of experience.

**NTC004**

**Job Title:** Programmer Level 2

**Minimum/General Experience:** Requires three (3) years of experience in programming. Must be knowledgeable in current application programming languages. Must have ability to analyze systems requirements and devise program logic for business, management, communication, tactical, and technical problems. Must be able to design detailed programs, flowcharts, and diagrams showing the mathematical computations and the sequence of machine operations necessary to copy and process data and print results.

**Functional Responsibility:** Formulates and defines system scope and objectives through research and fact-finding to develop or modify moderately complex information systems. Prepares detailed specifications from which programs will be written. Designs, codes, tests, debugs, documents, and maintains those programs. Competent to work on most phases of applications systems analysis and programming activities, but requires instruction and guidance in other phases.
**NTC005**

**Job Title:** Programmer Level 1

**Minimum/General Experience:** Requires one (1) year of experience in programming. Must be knowledgeable in current application programming languages. Must have ability to analyze systems requirements and devise basic program logic for business, management, communication, tactical, and technical problems. Must be able to communicate on a technical level. Must have experience in some SQL based database.

**Functional Responsibility:** Prepares detailed specifications from which programs will be written. Designs, codes, tests, debugs, documents, and maintains those programs. Competent to work on most phases of applications systems analysis and programming activities, but requires instruction and guidance in other phases.

**Education Requirements:** Bachelors Degree in an information systems or mathematics discipline; four (4) years additional relevant experience may be substituted for degree. Completed years of coursework towards a relevant degree may be substituted for experience on a one to one basis. Advance degree(s) in relevant field may substitute for two (2) years of experience. Technical certification or training maybe substituted for one (1) year of experience.

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**NTC006**

**Job Title:** Senior Software Architect

**Minimum/General Experience:** Requires ten (10) years of experience in software development. Must be capable of designing complex enterprise sized applications and integrate with a variety of back-end and front-end applications. Must be able to integrate multiple applications over cross platforms.

**Functional Responsibility:** Works independently designing and developing new software products or major enhancements to existing software. Typically leads a development team in the design of highly complex software systems. Acts as highest level technical expert, addressing problems of systems integration, compatibility, and multiple platforms. Responsible for project completion. Performs feasibility analysis on potential future projects to management.

**Education Requirements:** Bachelors Degree in an information systems or mathematics discipline; four (4) years additional relevant experience may be substituted for degree. Completed years of coursework towards a relevant degree may be substituted for experience on a one to one basis. Advance degree(s) in relevant field may substitute for two (2) years of experience. Technical certification or training maybe substituted for one (1) year of experience.
**NTC007**

**Job Title:** Software Architect

**Minimum/General Experience:** Requires seven (7) years of experience in software development. Must be capable of designing enterprise sized applications and integrate with a variety of back-end and front-end applications. Must be able to integrate applications over cross platforms.

**Functional Responsibility:** Works independently designing and developing new software products or major enhancements to existing software. May lead a development team in the design of highly complex software systems. Acts as high technical expert, addressing problems of systems integration, compatibility, and multiple platforms. Responsible for project completion. Performs feasibility analysis on potential future projects to management.

**Education Requirements:** Bachelors Degree in an information systems or mathematics discipline; four (4) years additional relevant experience may be substituted for degree. Completed years of coursework towards a relevant degree may be substituted for experience on a one to one basis. Advance degree(s) in relevant field may substitute for two (2) years of experience. Technical certification or training maybe substituted for one (1) year of experience.

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**NTC008**

**Job Title:** Senior Network Engineer

**Minimum/General Experience:** Requires seven (7) years of experience in network engineering. Requires in-depth knowledge of complex LAN/WAN systems, networks, and applications.

**Functional Responsibility:** Performs the equipment selection, installation, and support of network communications and systems for enterprise sized networks. Also responsible for evaluating current systems. Responsibilities include performing data configuration and installation of routers and firewalls. Works on complex problems where analysis of situation requires comprehensive evaluation of various factors. Plans enterprise-scale systems projects, using vendor comparisons and cost studies to determine equipment selection.

**Education Requirements:** Bachelors Degree in an information systems discipline; four (4) years additional relevant experience may be substituted for degree. Completed years of coursework towards a relevant degree may be substituted for experience on a one to one basis. Advance degree(s) in relevant field may substitute for two (2) years of experience. Technical certification or training maybe substituted for one (1) year of experience.
**NTC009**

**Job Title:** Help Desk Support Services Specialist

**Minimum/General Experience:** Requires three (3) years of experience in Help Desk operations.

**Functional Responsibility:** Provides support to end users for either PC, server, or mainframe applications and hardware. May interact with network services, systems engineering, and/or applications development to restore service and/or identify and correct core problem. Simulates or recreates user problems to resolve operating difficulties. Recommends systems modifications to reduce user problems. Typically involves use of problem management database and help desk system.

**Education Requirements:** Associates Degree in an information systems discipline; two (2) years additional relevant experience may be substituted for degree. Completed years of coursework towards a relevant degree may be substituted for experience on a one to one basis. Advance degree(s) in relevant field may substitute for two (2) years of experience. Technical certification or training maybe substituted for one (1) year of experience.

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**NTC011**

**Job Title:** Senior Graphics Designer

**Minimum/General Experience:** Requires five (5) years of experience in graphics design. Must be competent in the use, operation, and setup of computer graphics systems.

**Functional Responsibility:** Responsible for graphics design and use, operation, and setup of computer graphic systems for business communications. Executes graphic projects and assists in coordination of all graphic production scheduling. Coordinates production support with outside vendors, as needed. Ensures that graphic projects are completed on time, within budget, and to user’s satisfaction. Interfaces with users to determine scope of project and best graphic medium. Trains other personnel in proper use of computer graphic equipment. May design and build web pages using a variety of graphics software applications, techniques, and tools. Designs and develops user interface features, site animation, and special effects elements. May use animation tools to create interactive web pages.

**Education Requirements:** Bachelors Degree in graphics design or art discipline; four (4) years additional relevant experience may be substituted for degree. Completed years of coursework towards a relevant degree may be substituted for experience on a one to one basis. Advance degree(s) in relevant field may substitute for two (2) years of experience. Technical certification or training maybe substituted for one (1) year of experience.
**NTC012**

**Job Title:** *Quality Assurance Specialist*

**Minimum/General Experience:** Required three (3) years of experience in quality assurance and testing. Requires knowledge of test script and plan development, as well as test result documentation.

**Functional Responsibility:** Carries out procedures to ensure that complex information systems, products and services meet organization standards and end-user requirements. Performs and leads tests of software to ensure proper operation and freedom from defects. May draft test plans/scripts/procedures and create test data for applications. Documents and works to resolve all complex problems. Reports progress on problem resolution to management. Devises improvements to current procedures and develops models of possible future configurations. Acts as information resource about assigned areas to technical writers and other Quality Assurance Analysts. Performs complex workflow analysis and recommends quality improvements. May lead a test team and perform verification of test defects.

**Education Requirements:** Bachelors Degree in an information systems or technical discipline; four (4) years additional relevant experience may be substituted for degree. Completed years of coursework towards a relevant degree may be substituted for experience on a one to one basis. Advance degree(s) in relevant field may substitute for two (2) years of experience. Technical certification or training maybe substituted for one (1) year of experience.

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**NTC016**

**Job Title:** *Administrative Specialist*

**Minimum/General Experience:** Requires one (1) year of experience. Must have ability to handle administrative tasks including word processing, office automation operation, and phone attendance. Must possess familiarity with electronic mail and Windows based office applications.

**Functional Responsibility:** Provides general-purpose administrative and clerical support for project tasks. May include secretarial, word-processing, data entry, basic graphic development, desktop publishing, editing and coordination.

**Education Requirements:** No specific requirement.

**Ordering Requirement:** This category can only be purchased in conjunction with one or more of the following categories:
- Program Manager
- Project Manager
- Senior Software Architect
- Senior Network Engineer
- Senior Graphics Specialist
- Senior Consultant
- Senior Info Systems Training Specialist
**Experience & Degree Substitution Equivalencies**

Experience exceeding the minimum shown may be substituted for education. Likewise, education exceeding the minimum shown may be substituted for experience.

<table>
<thead>
<tr>
<th>Equivalent Degree</th>
<th>Experience</th>
</tr>
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<tbody>
<tr>
<td>Associate’s</td>
<td>2 years relevant experience</td>
</tr>
<tr>
<td>Bachelor’s</td>
<td>Associate degree + 2 years relevant experience or 4 years relevant experience</td>
</tr>
<tr>
<td>Master’s</td>
<td>Bachelor’s plus 2 years relevant experience or Associate degree + 4 years relevant experience or 6 years relevant experience</td>
</tr>
<tr>
<td>PhD</td>
<td>Master’s + 2 years relevant experience, or Bachelor’s + 4 years relevant experience or Associate degree + 6 years relevant experience or 8 years relevant experience</td>
</tr>
</tbody>
</table>